

*TRICARE Referral & Changes*  
800-444-5444 or 877-486-7961  
[www.humana-military.com](http://www.humana-military.com)

*Medications & Refills*  
361-961-2260 or 877-520-6582

*Pediatrics Fax*  
361-961-2399

*Primary Care Fax*  
361-961-6185

*Central Appointment Line*  
361-961-6000

*For a secure way to email your provider with any of your needs,  
sign up for Relay Health at [www.relayhealth.com](http://www.relayhealth.com)*

*For Naval Health Clinic Corpus Christi news:*  
[www.navy.mil/local/nhcc/](http://www.navy.mil/local/nhcc/)

*Visit us on Facebook: [www.facebook.com/nhccc](http://www.facebook.com/nhccc)*

*Email Patient Handbook updates*  
To: [CORP-PublicAffairs@med.navy.mil](mailto:CORP-PublicAffairs@med.navy.mil)  
Subject: HANDBOOK 121206

*How can we improve our services?*  
*Please let us know by completing a convenient online*  
*Interactive Customer Evaluation (ICE) comment form:*  
<http://ice.disa.mil/index.cfm?fa=card&s=753&sp=128206&dep=%2ADoD>

## ***Your Medical Home Port!***



**Naval Health Clinic Corpus Christi**

***Patient Handbook***

## Your Medical Home Port Team

Welcome to your Medical Home Port team. We are here to provide you with the best possible care – and that happens when the patient, providers, and support staff are all working together.

To make the most of our partnership, we promise to be respectful, collaborative, and accessible. In turn, we ask that you engage in ongoing communication with us and that you take charge of your health.

**Our Responsibilities:** Listen to you; Explain diseases, treatments, results and answer any questions you may have; Provide you with information about staying healthy; Be available and accessible for your healthcare needs; Remind you about important vaccines, tests, and other preventive health measures; Keep your medical information private.

**Your Responsibilities:** Book appointments with your Medical Home Port Team by calling: NHCCC appointment line at 1-877-NAVY MED; Communicate with your team if an issue arises (except an emergency); Book an Acute same day appointment for non-emergent illnesses or injuries instead of going to the emergency room; Arrive on time for all scheduled appointment, and if you cannot make it, let us know in advance; Follow your care plan as best as you can; Use all available resources to communicate such as secure emails, telephone, or Relay Health (they may not know what “Relay Health” is); Provide feedback so we can continue to improve your care and services.

### Being Prompt is Vital

Please arrive 15 minutes ahead of your scheduled appointment. This will allow our staff to check you in and obtain important information for your healthcare provider. Being punctual will also allow the next person on the schedule to be seen on time.

If you are unable to arrive on time for your scheduled appointment, we can offer you a later appointment. However, you may request to be on standby for a no-show or cancellation, in which case the staff will inform you of the approximate wait depending on the provider’s schedule; or you may speak with the provider’s nurse for further evaluation or other available options.

### Customer Service

If you believe that you are not getting outstanding healthcare, please ask to see a Customer Relations Representative. Each department and clinic has a representative assigned to assist you in addressing your concerns. You will find their names and photographs posted in the respective areas that you visit. Or you may visit our Customer Relations Office located on the first floor, or call (361) 961-6121.

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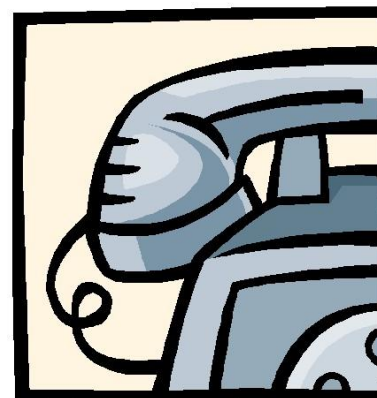
## OUTPATIENT CLINICS APPOINTMENTS

Outpatient Clinic appointments and Triage only can be made by calling the Centralized Call Center: 1-877-NAVY-MED (1-877-628-9633). The telephone directory will guide you to the individual clinics. Specialty clinics such as General Surgery, Orthopedics and Internal Medicine require a consult. This may be obtained by contacting your PCM.

Please arrive at least 15 minutes prior to your scheduled appointment. Your outpatient record should already be at the clinic if you have a scheduled appointment. For walk-in appointments, a staff member will obtain your record from the outpatient records. If your record is not maintained here, please bring it with you to your appointment. Once your appointment is completed, we will return your outpatient medical record to Outpatient Records (if your record is maintained here).

Active duty must be in the uniform of the day during normal working hours, unless in a leave status. Except in emergency situations, you are required to present a valid military ID in order to obtain medical care. If you do not have an ID card or if you have an expired ID card, you must have your eligibility verified in the Defense Enrollment Eligibility Reporting System (DEERS) before we provide care. You must update DEERS immediately after changes occur.

For more information about DEERS registration, visit the website at <http://www.TRICARE.osd.mil/deers/default.cfm> or contact the Health Information Management Division, at (361) 961-3446.



### Access to Care (ATC) Categories and Standards

ATC Category	ATC Standard
Acute	24 Hours
Routine	7 Days
Wellness	28 Days
Specialty	28 Days
Future	No Standard or per Provider Designation
Dental Routine	21 Days

## AFTER HOURS ACCESS TO CARE

NHCCC and its Branch Health Clinics do not offer emergency services. Emergencies are defined as problems that pose a threat to life, limb, or sight. If you have a true emergency, please call 911 or go to the nearest hospital emergency department. If you are injured or seriously ill and emergency department personnel are called, you should follow their instructions. You must contact the clinic as soon as you are able so that we can ensure proper follow-up and processing of your ER visit. You must contact the clinic regarding ER care received while out of town and schedule follow-up care at the clinic once you return to the area as instructed.

After-hours access to care is available at each NHCCC facility through the duty crew. Authorizations to be seen at an urgent care facility may be issued when medically necessary. Beneficiaries can be held responsible for costs of unauthorized civilian healthcare.

If you are on active duty please call your Primary Care Manager before seeking civilian non-emergent medical care. If you are in a flight status, page your Flight Surgeon or call (361) 961-3410. If you are assigned to HM-15, call (361) 961-2687. Everyone else should call Family Medicine Clinic at (361) 961-6000.

NHCCC: Please call the NHCCC quarterdeck (361) 961-2688/6000 to obtain health care guidance from the Medical Officer of the Day.

JRB Branch Health Clinic Fort Worth: Petty Officer of the Watch telephone (817) 782-5900 or duty cell phone (817) 807-7314; Chief of the Day duty cell phone (817) 807-7313; Command Duty Officer cell phone (817) 782-5944. Please call the Managed Care Department at (817) 782-5943 when you are admitted to a hospital. You must also contact us after you are discharged.

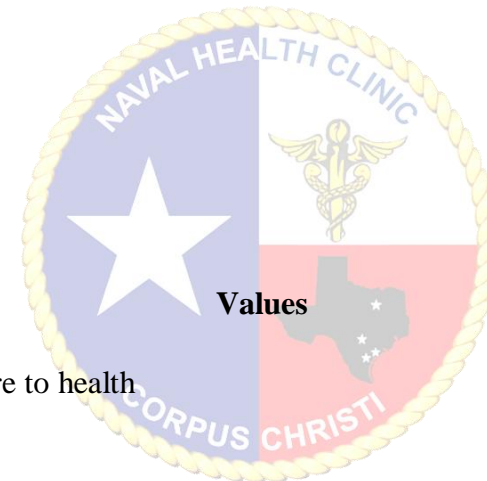
Branch Health Clinic Ingleside: Please contact the mate of the Day (MOD) at (361) 834-5970. The MOD will route your call to the on-call Medical Officer of the Day (MOOD). The MOOD will direct you to the most appropriate care that is needed.

Branch Health Clinic Kingsville: Please contact the Command Duty Officer (CDO) at (361) 516-6160.

## Mission & Vision

**Mission:** *Promote total force health and wellness by providing ready access to high quality patient-centered care.*

**Vision:** *We will be the preferred choice of our beneficiaries for health and wellness services by delivering world-class care.*



Healthcare to health

Efficient business practices

Accountability to those we serve

Leadership at all levels

Teamwork

Highly valued staff

## AUDIOLOGY CLINIC – Referral only

Location: First Floor

Telephone: (361) 961-6180

Customer Relations Representative: (361) 961-3190

Hours: 0800 to 1630 Monday, Tuesday, Wednesday and Friday;

0800 to 1130 Thursday

Closed Saturday, Sunday and Holidays

Evaluations only, no hearing aids are provided.



## DENTAL CLINIC – Active Duty Services only

Location: First Floor

Telephone: \*Appointment desk (361) 961-3838

Customer Relations Representative: (361) 961-3838

(\*After hours emergencies please contact the

Naval Health Clinic's Quarterdeck at

(361) 961-2688/6000 and the Duty Corpsman will

contact the Duty Dental Technician)

Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday;

0730 to 1200 Thursday

Closed Saturday, Sunday and Holidays

Dental Sick Call Hours: 0730 to 1030 Monday thru Friday by appointment



If you have a dental appointment, please show up 15 minutes prior. If you need to reschedule, please give us as much advance notice as possible. The latest you can inform us is 24-hours prior. Failure to follow these guidelines will result in command notification for failing to be at your appointed place of duty.

Every 12 months - all Navy and Marine Corps Personnel are required to get an annual dental exam. Getting your teeth cleaned, or having a cavity repaired does not fulfill the annual exam requirement. These exams are by appointment. Dental contacts all commands with recall results.

Dental exams for Aviation Flight physicals are by appointment only. In order to verify whether your dental exam is scheduled to coincide with your physical, please contact Aviation Medicine or HM-15 Medical.

High dental readiness standards for active duty members and staffing requirements make it unfeasible for us to see family members and retirees. The TRICARE Family Member Dental Program offers dental insurance to all active duty family members. If you are interested please contact the Personnel Support Detachment for enrollment, or contact United Concordia at (800) 866-8499. Retirees and Reservist are also offered insurance through Delta Dental. This is a dental insurance program designed for reservist, retirees and their families. You can obtain more information from the TRICARE or Military Dental Office, or call (888) 838-8737, or visit them at: [www.ddpdelta.org](http://www.ddpdelta.org)



## FAMILY PRACTICE CLINIC



Location: First Floor

Appointment booking: 1-877-NAVY-MED (1-877-628-9633)

Clinic Receptionist: (361) 961-2815/6000 select Family Practice

Customer Relations Representative: (361) 961-2831

Hours: 0730 to 1630 Monday thru Friday

Closed Saturday, Sunday and Holidays.

Provides our enrolled TRICARE Prime beneficiaries with well adult and well child visits, non-emergency acute visits, and ongoing disease management from birth to age 65.

\*Acute appointments are available throughout normal working hours and obtained by calling 1-877-NAVY-MED.

\* Active duty will be seen within 24 hours for acute conditions and triaged via a Registered Nurse at 1-877-NAVY-MED.

## GENERAL SURGERY CLINIC – Referral only

Location: First Floor

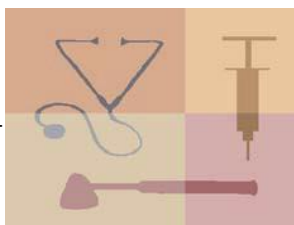
Appointment booking: 1-877-NAVY-MED

Telephone: (361) 961-2678

Customer Relations Representative: (361) 961-2534

Hours: 0730 to 1630 Monday, Tuesday and Friday

Closed Saturday, Sunday and Holidays



After you see your primary care physician, you will be referred to this clinic for a surgical evaluation if necessary. Surgeries are routinely performed on Wednesday and Thursday at Christus-Spohn South Hospital in Corpus Christi, TX.

## FLIGHT MEDICINE CLINIC – Appointment only

Location: Third Floor

Telephone: (361) 961-3410

Customer Relations Representative: (361) 961-6061

HM-15 Clinic: (361) 961-2689

Hours: 0700 to 1600 Monday thru Friday

Closed Saturday, Sunday and Holidays

To schedule an aviation flight physical, please call (361) 961-3410. All Aviation flight physicals commence promptly at 0700 and require that you fast (do not eat or drink except water) for 12 hours prior to your appointment time.

Dental appointments (if available) are scheduled for the same day as the physical. Females undergoing physical examinations are required to have their routine PAP/pelvic exams completed prior to their physical exam if one has not been completed in the last 12 months. PAP/pelvic exams should be arranged with the member's Primary Care provider. Female's have the option to schedule this annual exam in the Family Practice Well Woman's clinic, please call 1-877-NAVY-MED and request to schedule an annual exam in the Well Woman's Clinic, if you desire to access this service.

**Flight Medicine sick call** is seen Monday thru Friday 0730 to 0930 by appointment, please call (361) 961-3410 to schedule an appointment. If you are in a flight status you can arrange routine appointments, PAP/Pelvic exams, by calling (361) 961-3410.

\* New Instructor check-ins are done by appointments only, please call (361) 961-3410 to schedule your appointment.

\* New Students will be checked-in with Student Control (STUCON) at the Training Wing IV office (361) 961-2945.

## HM-15 Medical Department

HM-15 Clinic: (361) 961-2689

**HM-15 acute-care sick call** is seen 0730 to 0930 Monday thru Thursday and 0930 to 1100 Friday. Mid-check and Night-check 1300 to 1330 Monday and Wednesday at the HM-15 clinic on the third floor. Appointments, including physical exams, if you are from HM-15, can be arranged by calling (361) 961-2689.

## IMMUNIZATIONS – Walk-in Service

Location: First Floor  
Telephone: (361) 961-3158  
Customer Relations Representative: (361) 961-2276  
Hours: 0730 to 1630 Monday thru Friday  
Closed Saturday, Sunday and Holidays



We give PPDs (Tuberculin skin tests) on Mondays, Tuesdays, Wednesdays, and Fridays. You must return to the clinic within 48 to 72 hours to have the results of your test evaluated.

We give Yellow Fever shots only on Wednesdays from 1400-1430.

Please bring your yellow shot card and your health record (if available).  
The last shot will be given at 1600.

## INTERNAL MEDICINE CLINIC - Referral only

Location: First Floor  
Appointment booking: 1-877-NAVY-MED  
Telephone: (361) 961-2466  
Customer Relations Representative: (361) 961-2466  
Hours: 0800 to 1700 Monday thru Friday  
Closed Saturday, Sunday and Holidays

Provides primary care and consulting services by appointment.

Services: Exercise Stress Testing, Pulmonary Function Testing, Holter Monitoring, Cardiac Electrocardiograms and Diabetic counseling.

The Internal Medicine Clinic provides Diabetic care by referral only.

- 72 hour glucose monitoring
  - Diet and disease education
  - Nutrition counseling is available via the Wellness Center (first floor). Please contact the Call Center at 1-877-NAVY-MED to schedule your appointment.
- Patients may self refer to Nutrition.

## LABORATORY

Location: First Floor  
Telephone: (361) 961-6191  
Customer Relations Representative: (361) 961-6192  
Hours: 0730 to 1630 Monday thru Friday  
Closed on Saturdays, Sundays and Holidays



Perform wide range of basic tests, some requiring fasting or a special diet.  
Some tests are conducted by appointment only.  
Please contact the laboratory if you have any questions.  
Results of all lab tests performed are returned to your physician.  
Please do not call the lab for your results.

## MENTAL HEALTH – Active Duty Services only

**Referral only** - requires a consultation from a health care provider.

Location: Fifth Floor, Room 5049  
Telephone: (361) 961-3620  
Customer Relations Representative: (361) 961-3620  
Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday;  
0730 to 1130 Thursday  
Closed Saturday, Sunday and Holidays

Mental Health (MH) services are available for all active duty personnel only. Active Duty emergencies during regular hours must be escorted to the Mental Health Clinic.

Active Duty emergencies after hours must call the Duty Corpsman at the Quarterdeck, (361) 961-2688/6000, and have the duty MH provider paged, or go to the nearest Emergency Room.

Mental Health Services for all other beneficiaries can be obtained via your Primary Care Managers - or beneficiaries may utilize Military OneSource <http://www.militaryonesource.com/skins/MOS/home.aspx> to access a limited number of visits with a Mental Health provider without consult/referral. (Providers for this Service can be obtained via the TRICARE office at NHCCC or online at <https://www.TRICAREonline.com/preloginHome.do>.)

## INDUSTRIAL HYGIENE

Location: First Floor

Telephone: (361) 961-2244

Customer Relations Representative: (361) 961-6121/2616

Hours: 0800 to 1600 Monday thru Friday

Closed Saturday, Sunday and Holidays

Provide full spectrum of Industrial Hygiene services to include:  
Perform comprehensive industrial hygiene surveys of all work centers in area of responsibility on a periodic basis.

Evaluate all work processes and assess potential worker exposures to chemical, biological or physical hazards.

Perform industrial hygiene measurements such as noise surveys, air monitoring, and ventilation system measurements.

Analyze exposure-sampling data and perform valid exposure assessments.

Recommend hazard control measures and corrective actions for unhealthful working conditions.

Evaluate or recommend use of appropriate personal protective equipment for workers, i.e., hearing protection, safety eyewear, respirators, gloves, hoods.

Identify and establish medical surveillance requirements for workers based on workplace hazards.

Perform industrial ergonomic surveys.

Review engineering specifications and plans for new construction, facility renovations, or new work processes.

Review and interpret national, federal, DOD and Navy occupational health standards, manuals, and reports for local implementation.

Provide comprehensive written survey reports with findings and recommendations for corrective actions.

## OCCUPATIONAL HEALTH

Location: First Floor

Telephone: (361) 961-2467

Customer Relations Representative: (361) 961-6121/2616

Hours: 0800 to 1600 Monday thru Friday

Closed Saturday, Sunday and Holidays

Protect the health of NAS Corpus Christi workforce.

Provide medical care for work-related injury or illness.

Provide medical surveillance, certification exams, pre and post deployment health assessments for civilian workforce.

Provide work area consultations such as indoor air quality, ergonomics and workers-compensation cases.

Provide occupational illness and injury case management to restore workers to optimal function.

Provide occupational audiology services in support of the hearing conservation program.

Provide clinical consultative services.

Provide preventive services such as immunizations to prevent disease due to occupational exposure.



## OPTOMETRY

Location: First Floor  
Telephone: (361) 961-3380/3474  
Customer Relations Representative: (361) 961-3380  
Hours: 0700 to 1600 Monday, Tuesday, Wednesday and Friday;  
0730 to 1130 Thursday  
Closed Saturday, Sunday and Holidays  
VA Beneficiaries can call: (361) 961-6048 for appointments.  
Appointments for active duty and TRICARE Prime can be booked in person or by calling (361) 961-3380/3474.

**Please report 15 minutes prior to the scheduled appointment time. Patients reporting later than 5 minutes after their appointment time may need to be rescheduled.**

Appointments may be booked in person or by calling central appointments.

Please bring medical record, ID card, glasses and contact lenses when reporting for appointments.

TRICARE Prime patients are eligible for one eye exam every 2 years. If an appointment is not available within 28 days, a list of local doctors who take TRICARE Prime is available at the Optometry Clinic.

### GLASSES:

#### All Active duty are eligible for:

- One frame of choice (metal frame) per year, clear lenses only
- One standard issue frame, tinted if occupationally required
- One standard issue frame, clear

#### If deployed:

All above frames plus:

One MC gas mask insert, clear, or one ICE gas mask insert, clear.

One ballistic goggle insert, clear

#### If Army or working with U.S. Army:

One Uvex insert, clear

### AVIATORS:

- Two aviator frames, clear (may substitute 1 pair of choice, clear)
- Two aviator frames, tinted

### Retirees:

- One standard issue frame with clear lenses or one pair of Half-Eyes
- Family members are not eligible for glasses, a copy of the prescription will be provided

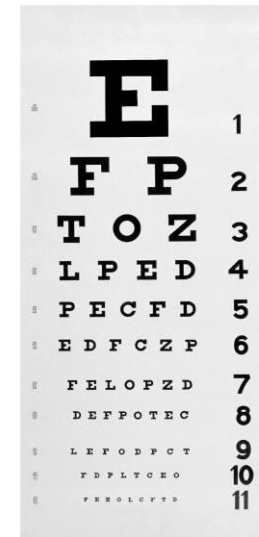
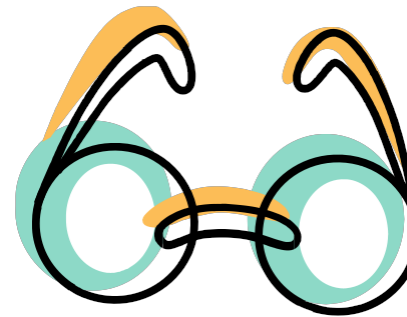
### REFRACTIVE SURGERY INFORMATION:

- Laser eye surgery i.e. PRK and LASIK is available for active duty. Most local personnel go to Lackland AFB in San Antonio, TX. However, Navy refractive surgery centers are also available at Bethesda, Bremerton, San Diego, Camp Pendleton, Camp LeJeune, Portsmouth and Jacksonville.
- In order to be considered for surgery, a full eye exam with the Optometry Clinic is required. No contact lens wear for 30 days prior for Lackland evaluation and 2 weeks prior for Navy sites.
- You must also be over 21, have a stable prescription and have a prescription within the defined limits.

### CONTACT LENSES:

We provide contact lens fittings and contact lens updates for active duty. For family members and retirees, we renew contact lens prescriptions. If availability allows, we will also provide initial fit.

Contact lens updates may be provided if the patient brings in the contacts and current contact lens information (prescription or boxes).



## ORTHOPEDICS

Location: First Floor

Appointments are by referral only: 1-877-NAVY-MED

Telephone: (361) 961-2351

Customer Relations Representative: (361) 961-2534

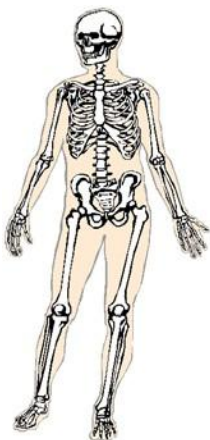
Hours: 0730 to 1630 Monday, Wednesday, Thursday and Friday

Closed Saturday, Sunday and Holidays

After you see your primary care physician, you will be referred to this clinic for an Orthopedic surgical evaluation if necessary.

Orthopedic care and treatment is provided to all active duty members with a consult. Others are seen on a space available basis.

Please bring health records and all X-rays with you. If your medical records are maintained at another facility, please request them or bring copies of appropriate encounters.



## PEDIATRIC CLINIC

Location: First Floor

Appointment booking: 1-877-NAVY-MED

Telephone: (361) 961-2656

Customer Relations Representative: (361) 961-2831

Hours: 0730 to 1630 Monday thru Friday

Closed Saturday, Sunday and Holidays

Acute appointments are available during normal working hours. To schedule an appointment, please call 1-877-NAVY-MED and speak with a Triage Nurse.

(After hours and on weekends, Family Practice may be able to see your child for acute needs. Please call 1-877-NAVY-MED to schedule an appointment).

Provides well-child visits, evaluation and treatment of your children's illnesses and/or other health concerns you may have from birth through age 16 (once a child reaches age 17 he/she will be seen in the Family Practice Clinic). Routine pediatric care, acute care, and well-baby care are available on an appointment basis only.

Patients, including children, must be enrolled in DEERS prior to their appointment; this can be accomplished by visiting the Personal Support Detachment on base (361)961-3848. Please call first to ensure you have the proper documents with you to enroll your family members. If you are moving you will need to visit your new PSD and present your change of address to have it reflected in the hospital DEERS registration. This action cannot be completed at your new facility, only PSD can update DEERS.

**IMPORTANT NOTE:** We cannot treat a minor (child under the age of 18) without parental consent except in limited circumstances. If you leave your child in the care of another, be sure that you authorize that individual, in writing to consent in your absence. The required consent authorization form is available at the Outpatient Records desk, (361) 961-2194. Once properly completed, it is valid for six (6) months.

## **PODIATRY – Active Duty Services only**

(This is a Referral only clinic)

Location: First Floor, Surgical clinic check in area

Appointment booking: 1-877-NAVY-MED

Telephone: (361) 961-2351

Customer Relations Representative: (361) 961-2534

Hours: 0800 to 1200 Tuesdays only

Inpatient and outpatient services relative to the examination, diagnosis and treatment of patients with foot disorders are available by consult only.

Surgeries are routinely performed under contract at Christus Spohn South Hospital, Corpus Christi, TX.



## **PHARMACY**

Location: First Floor

Telephone: (361) 961-2260 (Main Pharmacy)

Customer Relations Representative: (361) 961-2415

Refill Line: (361) 937-1037 or (877) 520-6582

Hours: 0800 to 1700 Monday thru Friday: all services

1700 to 1800 Monday thru Friday: pick-up and NHCCC clinic patients only

0800 to 1600 Saturday: pick-up and NHCCC clinic patients only

Closed Sundays and Holidays

Prescriptions for non-controlled substance medications are valid for one year from the date written, and the maximum quantity is a 90-day supply with up to three refills.

Prescriptions for controlled substances are valid for six months, with a maximum quantity of a 30-day supply with up to five refills.

Prescriptions for Narcotic / CII medications must be filled within 7 days of the date written, and may be for no more than a 30-day supply, no refills allowed (Ritalin and Dexedrine may be filled for a 90-day supply if specifically written for ADD / ADHD or narcolepsy).

Prescriptions from civilian providers may be filled at the medical treatment facility if the medication is available on our formulary, from 0800 to 1700 Monday through Friday. You can verify availability of a particular item by calling or by checking the NHCC website. We also publish a listing that you can bring with you to your next appointment with your provider.

Refill requests are accepted only by phone. The automated touch-tone refill service at the above phone number is available 24 hours a day: please have your vials or labels available when calling. Refills called in by 1700 will be available after 0900 the following morning, unless that day is a Sunday or holiday, in which case your refill will be ready after 0900 the next working day.

Prescriptions may be transferred here if we have the medication on our formulary and if originally filled at a military facility: we cannot transfer a prescription from a commercial pharmacy.



## PHYSICAL THERAPY

Location: First Floor

Telephone: (361) 961-2534

Customer Relations Representative: (361) 961-2534

Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday;  
0730 to 1130 Thursday

Civilian referrals are accepted on a space available basis.

Appointments for initial evaluation may be made by phone.

After the initial evaluation with a Physical Therapist, regular follow-up treatments may be scheduled with a Physical Therapist technician.

In addition to individual appointments, the clinic offers monthly “Back School” and “Knee School” educational sessions. These sessions are open to all eligible beneficiaries; please call (361) 961-2534 for available sessions.

## PREVENTIVE MEDICINE

Location: First Floor

Telephone: (361) 961-6152

Customer Relations Representative: (361) 961-6121/2616

Hours: 0730 to 1600 Monday thru Friday by walk-in and appointment

Provide environmental sanitation inspection program.

Provide potable water and ice surveillance sampling program.

Provide pediatric lead poisoning prevention program.

Provide shore and afloat assistance program.

Provide pest control surveillance program.

Provide tuberculosis control program.

Provide communicable disease surveillance counseling, education, tracking and reporting program.

Provide mass influenza immunizations.

Provide rabies control program.

## RADIOLOGY

Location: First Floor

Telephone: (361) 961-3466 or 3378

Customer Relations Representative: (361) 961-6105

Hours: 0800 to 1630 Monday thru Friday (all services)

1630 to 1800 Monday thru Friday (NHCCC clinic patients only)

0800 to 1600 Saturday (NHCCC clinic patients only)

Closed Sundays and Holidays

Provides routine x-ray examinations on a walk in basis, (e.g. Chest, Abdomen, Extremities, Spine, Head). Special procedures (e.g. UGI, Barium Enema, IVP, Ultrasound, Bone Density Scan, Routine/Diagnostic Mammograms) are scheduled at Radiology reception desk during working hours.

Mobile Magnetic Resonance Imaging (MRI) examinations are performed on Tuesdays.

Computed Tomography (CT scan), Nuclear Medicine (NucMed), and various Pediatric exams will be scheduled with local network facilities/providers with approval through Health Benefits Advisor Office/TRICARE.

We honor limited civilian requests for services (contact radiology reception desk for more information).



## **BRANCH HEALTH CLINIC NAS JOINT RESERVE BASE FT WORTH**

Customer Relations Representative: (817) 782-5944  
Clinic OIC/Senior Enlisted Advisor: (817) 782-5922 or 5923  
Clinic Fax: (817) 782-5949  
Petty Officer of the Watch Duty Cell Phone: (817) 807-7314  
Chief of the Day Duty Cell Phone: (817) 807-7313  
After Hours Health Care Information Line: (800) 611-2875

### **PRIMARY CARE**

Telephone: (817) 782-5900 ext. 9-200  
Central Appointments: 1-877-NAVYMED  
Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100, Thursday

### **PHYSICAL EXAMS/AVIATION MEDICINE**

Telephone: (817) 782-5900 ext. 9-300  
Hours:  
Physical Exams - check in time 0730 to 1500 Tuesday, Wednesday and Friday  
Aviation Medicine - 0730 to 1600 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday

### **OCCUPATIONAL MEDICINE**

Telephone: Occupational Medicine - (817) 782-5900 ext. 9-406  
Industrial Hygiene - (817) 782-5900 ext. 9-405  
Workplace Monitor – (817) 782-5900 ext. 9-404  
Hours: 0730 to 1600 Monday thru Friday  
Managed Care: 0730 to 1630 Monday thru Friday

### **PHARMACY**

Telephone: Prescription Refills - (877) 520-6582  
Pharmacy Front Desk - (817) 782-5900 option #2 or (817) 782-5905  
Hours: 0730 to 1500 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday and Saturday

### **PREVENTIVE MEDICINE**

Telephone: Leading Petty Officer - (817) 782-5900 ext. 9-403  
Technicians - (817) 782-5900 ext. 9-404  
Immunization Clinic – (817) 782-5900 ext. 9-207  
Hours: 0730 to 1600 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday

### **ADMINISTRATION**

Telephone: Reserve Liaison - (817) 782-5900 ext. 9-101  
Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday  
LCPO Phone: (817) 782-7331  
LPO Phone: (817) 782-5900 ext. 9-100

### **ANCILLARY SERVICES**

Telephone: Radiology - (817) 782-5900 ext. 9-509  
Laboratory - (817) 782-5900 ext. 9-507  
Supply - (817) 782-5900 ext. 9-511  
Hours - 0730 to 1600 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday

### **HEALTH RECORDS AND READINESS**

Telephone: Leading Petty Officer - (817) 782-5900 ext. 9-108  
Technicians - (817) 782-5900 ext. 9-111  
Hours: 0730 to 1630 Monday, Tuesday, Wednesday and Friday;  
0730 to 1100 Thursday

### **DENTAL DEPARTMENT**

Telephone: (817) 782-5718  
Hours: 0730 to 1630 Monday, Tuesday, Wednesday, Friday;  
0730 to 1130 Thursday

### **MANAGED CARE**

Hours: 0730 to 1630 Monday, Tuesday, Wednesday, Friday;  
0730 to 1130 Thursday  
Department Head – (817) 782-5944  
Civilian Medical Bills – (817) 782-5900 ext. 9-209  
Consultations – (817) 782-5963

## **BRANCH HEALTH CLINIC KINGSVILLE**

Customer Relations Representative: (361) 516-6305

Officer in Charge: (361) 516-6238

Central Appointments: (361) 516-6160/6344/6260

Aviation Medicine: (361) 516-6319

TRICARE Service Center: (800) 444-5445

Health Benefits Advisor: (361) 516-6493

Occupational Health: (361) 516-6507

Patient Relations Representative: (361) 516-6319

Pharmacy: (361) 516-6455

Pharmacy Refill Line: (877) 520-6582

Preventive Medicine/Immunizations (361) 516-6492

Medical Records: (361) 516-6319

Fax: (361) 516-6161

Hours: 0730 to 1630 Monday, Tuesday, Wednesday, and Friday;

0730 to 1100 Thursday



## **HEALTH BENEFITS ADVISOR (HBA): BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR/TRICARE ADVOCACY REPRESENTATIVE/DEBT COLLECTION ASSISTANT OFFICER (DCAO)**

Location: First Floor

Telephone: (361) 961-2810

Hours: 0730 to 1630 Monday thru Friday

Health Benefit Advisor (HBA) can assist you with your concerns with the TRICARE system. BCAC and DCAO are congressionally mandated initiatives to improve customer service and enhance beneficiary education.

If you receive a notice from a collection agency or a negative credit report because of a TRICARE medical or dental bill, you should call or visit your DCAO. Submit documentation associated with a collection action or adverse credit rating to the DCAO. This includes debt collection letters, TRICARE explanation of benefits (EOBs), and medical/dental bills from providers. The more information you can provide, the faster we can determine the cause of the problem. The DCAO will provide you with a written resolution to your collection problem. The collection agency will be notified by the DCAO that action is being taken to resolve the issue.

The DCAO cannot provide you with legal advice or fix your credit rating, but can help you through the debt collection process by providing you with documentation for your use with the collection or credit-reporting agency in explaining the circumstances relating to the debt.





## CUSTOMER RELATIONS OFFICE

Location: First Floor, Room 1499 & 1500

Telephone: (361) 961-6121/2616 after hours: (361) 961-2688/6000

Hours: 0730 to 1630 Monday thru Friday

Consumer satisfaction is an essential priority in the total health care system.

Our goal is to improve the courtesy, concern, and care that our staff extends to you to ensure the highest degree of satisfaction with all levels of health services provided. Our commanding officer has assigned a Customer Relations Representative to each specific patient care area of this facility. You will see this representative's photograph, name, and phone number posted prominently in the clinical, ancillary, or administrative area to which he or she is assigned. He or she will listen to (or accept in writing) any problem, suggestion, concern, or comment you wish to make regarding the health care you are receiving or any aspect of that health care.

If you are having a problem with the care and services you are receiving or are concerned about patient safety issues, the representative will investigate the incident and try to resolve the problem immediately. Any concern or problem that cannot be resolved immediately by the representative will be referred to the Customer Relations Office for action. If your concerns, relating to patient care and safety, are not resolved through the health clinic, you may contact the Joint Commissions Office of Quality Monitoring by calling (800) 994-6610 or emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org). The Customer Relations Program also uses an Interactive Customer Evaluation (ICE) to assess your perception of and feeling about the health care you are receiving. Please logon to: [http://ice.disa.mil/index.cfm?fa=ice\\_main](http://ice.disa.mil/index.cfm?fa=ice_main). Click on Navy and then on one of the following areas: Naval Air Station Corpus Christi/Naval Air Station Kingsville/Naval Air Station Joint Reserve Base Fort Worth/Naval Station Ingleside. Once in one of the areas, click on health, locate clinic and submit your comments. We appreciate your candor and the time you take to complete these surveys.

## EXCEPTIONAL FAMILY MEMBER PROGRAM COORDINATOR

Location: First Floor

Telephone: (361) 961-2254

Hours: 0730 to 1530 Monday thru Friday

The Exceptional Family Member Program (EFMP) was established to identify life-long and certain short term medical, physical, occupational, and/or educational needs for Family Members of Active Duty beneficiaries ONLY. This program is Mandatory from the Department of Defense for you to enroll All Family Members with ongoing needs. Please take note that your Privacy is our main concern and your information will not be disclosed to anyone outside the EFM program. This program also assists in the detailing process by ensuring that all beneficiaries with special needs will have resources available to them upon arrival to their new duty station. It also provides resources on state and government funded programs.

Please note upon completion of all needed forms they will be sent off to our Central Screening Committee in San Diego, where they will be given a Category Code. This process is timely and can take anywhere from four to eight weeks to be finalized. After initial enrollment into the Exceptional Family Member Program, it is the sponsor's responsibility to update the family member's package every three years and by not updating this package, it can result in PCS Orders being held or denied.

The EFMP Coordinator will assist you by ensuring all forms are correctly filled out by the medical providers and guide you with needed attachments from school officials.

## HEALTH INFORMATION MANAGEMENT

### (Medical Records)



Location: First Floor

Telephone: (361) 961-4100

Customer Relations Representative: (361) 961-3919

Hours: 0730 to 1630 Monday thru Friday

Military health care treatment records are the property of the United States Government and we will maintain them for you. You are not permitted to keep your medical records at home. If you are doing this, we will not be able to file test results into your record, and this can be detrimental to the quality of health care you receive. If you are keeping your own record, it is of the utmost importance that you return it. Hand carrying of medical records is limited to appointments at other Military Treatment Facilities. You must sign for the record and then you must ensure that it is returned to us. If you are referred to a civilian provider, the clinical staff has been instructed to copy the portion of the medical record that you will need to take with you. Outpatient Records personnel will be happy to make you a copy of your record if you desire to maintain a copy of your health encounters—please allow ten working days for processing.

You must present a military identification card to pick up your record. Family members 10 years or older must also have a military identification card. Unless accompanied by one of their parents, children under the age of 18 may not hand-carry their records. If you are 18 years or older and wish to have your records picked up by someone else (including a spouse), you must complete a consent form which is available at the Outpatient Records counter. This form will be added to your record and will not be removed without your permission. Without this form or statement signed by you, we cannot release your record or any medical information because we strictly comply with the Federal Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

If you are an active duty member and are transferring to another duty station and you and/or your family members' records are maintained here, you may hand carry your dependents' medical records to your new duty station. You must provide a copy of your orders.

It is important that all Defense Enrollment Eligibility Reporting System (DEERS) and CHCS information is correct, so please ensure that the information is up to date. Check with PSD, or DEERS on-line at: <http://www.TRICARE.osd.mil/DEERS> or mail changes to DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. You may also call (800) 538-9552 from 1100 to 1700 (Central Time) Wednesday thru Friday.

## TRICARE SERVICES

TRICARE, the worldwide health care program of the Department of Defense (DOD), has TRICARE Service Centers (TSC) provided by Humana Military Healthcare Services at the following locations in the service area: Naval Health Clinic Corpus Christi, Branch Medical Clinic Kingsville, Branch Medical Clinic Ingleside and BHC Fort Worth.

TSC staff is available on a walk-in basis to address, support and provide beneficiary assistance with the following considerations to include: Eligibility, Enrollment, Plan Benefits, Claims Resolution, Participating Providers, Referral Status, Pharmacy Programs and Program Options. Additional support and information services are also available through the Humana Military Website at <https://www.humana-military.com>, and a 24 hour, toll free number (800) 444-5445.

TRICARE briefings to include Command Indoc, In and Out Processing, Retirement, Reserve Component and Program Overviews are conducted throughout the year with specialty presentations available upon request.

### TSC Locations and Hours of Operation

- TSC Corpus Christi – Naval Health Clinic Corpus Christi, Bldg. H100, 10651 E. Street, Corpus Christi, Texas 78419. Located on the 1<sup>st</sup> floor, Room 1475, near the Quarterdeck. Hours of Operations: 0800 to 1630 Monday thru Friday.
- TSC Ingleside, Bldg. 123, 327 Coral Sea Drive, Ingleside, Texas 78362. Hours of Operations: 0730 to 1630 Monday thru Friday.
- TSC Kingsville, Bldg. 3775, 730 Forrestal, Suite 101, Kingsville, Texas 78363. Hours of Operations: 0730 to 1630 Monday thru Friday.
- TSC Fort Worth, 2821 Lackland Road, Suite 210, Fort Worth, Texas 76116. Hours of Operations: 0800 to 1630 Monday thru Friday.

## UNIFORM BUSINESS OFFICE MANAGER

### Collection Agent

Location: Second Floor, Room 2101A  
Telephone: (361) 961-6079  
Hours: 0730 to 1630 Monday thru Friday

### Third Party Collections Agent

Location: Second Floor, Room 2101A  
Telephone: (361) 961-3298  
Hours: 0730 to 1630 Monday thru Friday

If you are not on active duty, by law we are required to bill your private insurance company for your medical services. When you come in for medical care, you will be required to provide information concerning your private insurance by filling out a patient registration form (DD 2569). This document is maintained in your medical record and must be updated at least once per year or whenever there is a change. Also, we will make a copy of your insurance card at the time of service. Charges filed to your insurance company may be applied to your deductible. You will never be billed directly (PUBLIC LAW 101-510, TITLE 10, CODE 1095). If you have any questions, please stop by the office or telephone one of our agents.

## OVERSEAS SCREENINGS COORDINATOR

Location: First Floor  
Telephone: (361) 961-2254  
Customer Relations Representative: (361) 961-2254 ext. 7  
Hours: 0730 to 1530 Monday thru Friday

The Overseas/Sea Duty Screening Coordinator (OSSC) will assist with screening requirements and questions for any duty stations requiring continuity of care to a Medical Treatment Facility outside the continental United States and some remote areas in CONUS. The Coordinator will assist you with guidance on ensuring all medical/dental paperwork and any correspondence that may be required for transfer to your next duty station is completed. In order to begin the process all beneficiaries need to have orders in hand before they can begin the

screening process. Please note at times, this process can take from one week and up to one month or more to finalize this process.

Upon receiving PCS Orders for overseas or sea duty, it is imperative that you contact the Program Coordinator to begin the screening process. The Program Coordinator and the examining medical provider must review each family member's medical record.

## WELLNESS CENTER

Location: First Floor  
Telephone: (361) 931-3914  
Customer Relations Representative: (361) 961-3190  
Hours: 0730 to 1630 Monday thru Friday



Wellness is a process that begins when you seek to help yourself by developing lifestyle habits that enhance your state of well-being. The Wellness Center is geared to assist with that enhancement through lectures, classes, and health fairs. Our staff educators provide one-on-one counseling, by appointment, for Active Duty and Active Reserve personnel. Family Members, Retirees, and eligible beneficiaries are seen by referral from their Primary Care Manager.

The Wellness Center includes Health Promotion services such as: classes on Tobacco Cessation and Cholesterol Management, Breast Health and Breast Cancer education, Nutrition and Weight Management Counseling as well as Shipshape Classes for Active Duty members.

In the Resource Center, located in the Wellness Center, you can check out a variety of books and videos on topics ranging from cooking, diet and exercise, pregnancy, injury prevention and stress management. Internet capabilities allow you to search websites on a variety of health related topics and our wide selection of free pamphlets and booklets are a good source of information.

We invite you to come in to our Relaxation Room. Music, ambient lighting and aroma help to soothe the senses while you enjoy a Shiatsu back massage from our Massage Chair.

If you need information or have any questions about our programs, please contact the Wellness Center and we will be glad to assist you.

“Early Detection and Education is the Best Protection”

## **PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

You have explicit rights regarding your health care, as well as specific responsibilities to participate in your own health care decisions. We want to encourage you to become familiar with these privileges and to take an active role in exercising them. For example:

**INFORMATION DISCLOSURE.** You can expect to receive accurate, easily understood information and assistance in making informed health care decisions about your health plans, providers and facilities.

**CHOICE OF PROVIDERS AND PLANS.** You can choose a health care provider that will ensure access to appropriate, high-quality health care.

**ACCESS TO EMERGENCY SERVICES.** You are entitled to access emergency health care services when and where the need arises. There is no requirement for preauthorization for emergency services.

**PARTICIPATION IN TREATMENT DECISIONS.** You have the right and responsibility to fully participate in all decisions related to your health care, subject to readiness requirements for active duty service members. To the extent practical, our staff and TRICARE Prime network professionals shall provide you with easily understood information and the opportunity to decide among treatment options consistent with the informed consent process.

**RESPECT AND NONDISCRIMINATION.** You can expect considerate, respectful care from each of our staff members at all times and under all circumstances in an environment of mutual respect and free from discrimination. In accordance with DoD policy, we do not discriminate in the delivery of health care services or in marketing and enrollment practices based on race, ethnicity, national origin, religion, gender, age, mental or physical disability, genetic information, sexual orientation, or source of payment.

**CONFIDENTIALITY OF HEALTH INFORMATION.** You can look forward to communicating with health care providers in confidence, to have the confidentiality of your individually identifiable health care information protected, and to review and copy your own medical records and request amendments to your records, subject to limited exceptions for which there is a clear legal basis, subject to the Health Information Portability and Accountability Act of 1996.

**COMPLAINTS AND APPEALS.** You can anticipate fair and efficient process for resolving possible differences with your health care provider, this facility or a TRICARE contractor, including a rigorous system of external review.

Also, you are expected and encouraged to exercise reasonable responsibility and accountability for your own health care. By doing so you increase your chances of getting the best results and you help us in our effort to improve our services for you. That is why you should:

Adopt healthier habits such as exercising, not smoking, and eating a healthy diet. Also avoid spreading disease intentionally.

Become involved in specific health care decisions, working together with your health care provider in developing and carrying out an agreed-upon treatment plan and disclosing relevant information and clearly communicating wants and needs.

Ask questions if you do not fully understand your treatment plan. This will allow us the opportunity to provide additional education so that you can follow your plan of care safely.

Recognize the reality of risks and limits of the science of medical care, and be aware of our health care providers' obligation to be reasonably efficient and equitable in providing care to other patients.

Increase your knowledge about this facility and TRICARE coverage, options, and rules and abide by applicable procedures.

Show respect for other patients and health workers and make a good-faith effort to meet financial obligations.

Report wrongdoing and fraud to appropriate authorities.

Your health care is a top priority and we will do everything possible to make your visit with us pleasant and positive. We also want you to have the best and most current information available regarding your rights and responsibilities, so we encourage you to familiarize yourself with this Patient Bill of Rights. If you have a question or you would like a copy please ask the Customer Relations Representative.

## **PEDIATRIC BILL OF RIGHTS**

You and your parent(s) or guardian(s) have the same rights of other patients here including the right to:

Refuse most treatment to the extent permitted by law and reasonable medical practice.

Receive information concerning the diagnosis, treatment, and prognosis in a language you can understand at a developmentally appropriate level. When it is not medically advisable to give you such information, it will be provided to your parent(s) or guardian(s).

Express feelings of anxiety, happiness or sadness.

Experience minimal physical separation from each other. Separation from your parent(s) or guardian(s) shall be only for specifically indicated medical or nursing evaluation or therapy.

Receive emotional support from our staff, including (but not limited to) social work, psychiatric and religious or spiritual counseling.

Appropriate assessment and management of pain and discomfort.

Urgent medical care without your parent(s) or guardian(s) prior consent, if attempts to contact them have been unsuccessful and delay, would jeopardize your health.

You and your parent(s) or guardian(s) have the same responsibilities of other patients here including the responsibility to:

Provide accurate and complete information about current problems, past illnesses, medications, and other matters relating to your health.

Comply with the medical and nursing treatment plan, as agreed upon by the family and health care providers, including your role in helping us to give you safe delivery of care. Your parent(s) or guardian(s) are responsible for assuring your compliance.

If you have not reached your 18th birthday and you are not married, or your parent(s) or guardian(s) still have charge of your life, you do not need parental or guardian consent (nor are we required to notify them) for the following reasons:

Examination for sexually transmitted disease.

Treatment for sexually transmitted disease (parental/guardian notification is required only if the minor refuses treatment).

## **PAIN CARE BILL OF RIGHTS**

When you experience pain, you have the right to:

Have your report of pain taken seriously and to be treated with dignity and respect by doctors, nurses, pharmacists and other healthcare professionals.

Have your pain thoroughly assessed and promptly treated.

Be informed by your doctor about what may be causing your pain, possible treatments and the benefits, risks and costs of each.

Participate actively in decisions about how to manage your pain.

Have your pain reassessed regularly and your treatment adjusted if your pain has not been eased.

Be referred to a pain specialist if yours persists.

Get clear and prompt answers to your questions, take time to make decisions and refuse a particular type of treatment.

Source: American Pain Foundation: [www.painfoundation.org](http://www.painfoundation.org)



## **SPEAK UP CAMPAIGN**

We are committed to your safety, we are making every effort to prevent medical errors and we support the Joint Commission on Accreditation of Healthcare Organizations (JOINT COMMISSION) “Speak Up” campaign. Please play a vital role in making your health care safe by becoming an active, involved and informed member of your health care team. We encourage you to S-P-E-A-K U-P and make your care a positive experience:

Speak up if you have questions or concerns, and if you don’t understand ask again. You have a right to know.

Pay attention to the care you receive. Make sure you get the right treatments and medications by the right health care professionals.

Tell your doctor or nurse if something doesn’t seem quite right.  
Expect health care workers to introduce themselves when they enter your room.  
Find out who they are by looking at their identification badges.  
Notice whether your caregivers have washed their hands.  
Know what time of day you normally receive a medication.  
Make sure your doctor or nurse confirms your identity prior to the administration of any medication or treatment.

Educate yourself about your diagnosis, the medical tests you undergo, and your treatment plan.

Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness.  
Gather information about your condition.  
Write down important facts your doctor tells you so that you can look for additional information later.

Ask a trusted family member or friend to be your advocate.

Your advocate can ask questions you may not think of while you are under stress.

Ask this person to stay with you, even overnight, when you are hospitalized. Your advocate can also help remember answers to questions you have asked, and may speak up for you if you cannot.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

Ask the purpose of the medication and ask for written information about it, including its brand and generic names.

If you do not recognize a medication, verify that it is for you.

Whenever you are going to receive a new medication, tell your doctors and nurses about allergies you have or negative reactions to past medications.

Use a hospital, clinic, surgery center or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as provided by JOINT COMMISSION.

Ask about the health care organization’s experience in treating your type of illness.

Before you leave the hospital, ask about follow-up care and make sure you understand all of the instructions.

Participate in all decisions about your treatment. You are the center of the health care team.

You and your doctor should agree on exactly what will be done during each step of your care.

Know who will be taking care of you, how long the treatment lasts, and how you should feel.

Understand that more tests or medications may not always be better. Keep copies of your medical records from your previous hospitalizations and share them with your health care team.

## CASE MANAGEMENT



Location: First Floor  
Appointment booking: (361) 961-2833  
Telephone: (361) 961-4955  
Customer Relations Representative: (361) 961-2833  
Hours: 0730 to 1600 Monday thru Friday

Case management (CM) involves a team of healthcare professional who help you & your family solve your medical, educational, & psychosocial needs. The case manager is your team coach. CM services are a benefit of the healthcare system. There is no additional charge & no billing to your insurance for this service.

People with very complex/catastrophic health conditions or injuries require CM. These may be of a medical, social, financial, &/or mental health nature. Examples include cancer, head trauma, spinal cord injuries, bone marrow procedures, HIV/AIDS, major burns, etc. You & the team work out a plan to help you gain control of your illness, injury, or situation as soon as possible. You will also plan with them to get the right help for what you need as you improve. The case manager will oversee the plan with you to ensure it continues to meet any change in your health status. The goal is to help move smoothly & seamlessly through the maze of medical care.



If your concerns relating to patient care and safety are not resolved through the health clinic, you may contact The Joint Commission's Office of Quality Monitoring by calling 800-994-6610.